



### NATURE OF WORK

This is an advanced professional position. This position is responsible for the development, instruction, research, planning, implementation, and monitoring of varied training programs. This position is responsible for consulting with division directors and supervisors to determine their training needs and priorities. Emphasis of the work is on the coordination of training programs which meet departmental needs. Incumbent performs needs assessments, planning and development of new programs and revision of existing programs. Additionally, this position is responsible to coordinate various management and operational projects that address various needs of the department. Responsible for general management of the Neighborhood Services Department accounting/finance, procurement and/or training including human resource issues, procurement, training, budget review, assistance and preparation and the accountability of expenses. Develops, implements, and updates policies and procedures to ensure consistent application of code compliance.

### ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Executes the City and Departmental mission statements.
- Develops and implements training curriculum that will assist in building capacity in the Code Compliance Division.
- Develops and implements training programs for all divisions in the department.
- Develops and implements employee recognition program that is linked directly to department wide Key Performance Indicators (KPIs) and/or Departmental Performance Indicators (DPIs).
- Assists in the monitoring and auditing Active Strategy for the department, in order to ensure the integrity of the data entered in the database, this position will work with the divisions to ensure that the information is accurate, factual and timely.
- Assists in reviewing and monitoring the department and division budgets.
- Provides project management and oversight regarding the implementation of the new code compliance database.
- Monitors remediation contracts, such as the new graffiti eradication initiative and lot clearing.
- Amends and creates ordinances as needed.
- Assists the department in meeting the established DPIs and the Citywide Key Intended Outcomes (KIOs).
- Develops training programs for new hires including presenting classes and development testing/instrument to gauge retention and knowledge of information presented.
- Prepares and organizes employee recognition programs such as employee of the month, quarter, and year.
- Conducts analysis and prepares detailed reports outlining findings and trends in various technical areas specific to each discipline.
- Drafts existing ordinances and amendments to existing ordinances as needed.
- Assist in monitoring the department budget and progress towards DPI's.
- Assists in the preparation of the department budget.
- Develops the technical specifications for proposals.
- Monitors compliance with contracts.
- Prepares correspondence.
- Reviews and proposes changes to policies and procedures.
- Assists department director with internal (employee) focus groups to acquire feedback from frontline employees and supervisors.
- Assists with the human resources management of the Neighborhood Services Department.
- Provides project management and oversight on departmental or divisional technology initiatives.
- Reviews and routes upcoming and outstanding employee evaluations for the Neighborhood Services Department.
- Oversees the preparation and distribution of advertising materials.

- Assists in the preparation of facility and departmental budget process.
- Drives as required.
- Performs related work as required.
- Serves as liaison with other departments, enforcement, and regulatory agencies.
- Establishes and maintains various databases.

## KNOWLEDGE, SKILLS AND ABILITIES

- A working knowledge of Departmental policies and procedures, City personnel rules, and union contracts.
- Knowledge of state, county, municipal laws, and zoning regulations pertaining to code compliance.
- Knowledge of supervisory and management techniques.
- Ability to prepare clear and concise written reports.
- Ability to work with the public handling all concerns while providing customer service excellence.
- Ability to establish and maintain effective working relationships with employees, other agencies and the public.

## MINIMUM REQUIREMENTS

- A Bachelors degree from an accredited college or university with major course work in education, public or business administration or a related field.
- Three years experience in project management including conducting research and providing input into the department's budget, and other special projects as assigned.
- Valid Florida Drivers License with an acceptable driving record.

### **Desires:**

- 5 years experience in code compliance, at least 3 of which is in a supervisory capacity.
- 3 years experience in organizational development and training
- Florida Association of Code Enforcement Certification in Level 1, 2, 3 and Professional.

## PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through personal contact, telephone, email or fax.
- Physical capability to effectively use and operate various items of office related equipment such as, but not limited to computers, computer software, calculator, copiers and fax machine.

## SUPERVISION RECEIVED

- General and specific assignments are received and work is performed with latitude for the use of independent judgment in the selection of work methods and procedures, and is subject for review for compliance with Departmental policies and objectives.

## SUPERVISION EXERCISED

- Plans, assigns, and directs the work of administrative staff.
- Supervises probationary code compliance officer 1 during the 1 year training and probationary period.